The Novartis Knowledge Center Portal - Gateway to Information and Knowledge in a Global Pharmaceutical Company

Margot Gerharter, Information Specialist Inforum 2007, Prague, May 23rd, 2007



Agenda



Overview Novartis

The Novartis Knowledge Center

The Knowledge Center Portal

Portal - Technical Background

Portal - User interface

Conclusion



Overview Novartis

- 1758-1970: Geigy, Ciba and Sandoz
- 1970-1996: Ciba-Geigy and Sandoz
- 1996: Novartis



- Headquarters in Basel
- > 100,000 employees in > 140 countries



The Novartis Knowledge Center (NKC)

- 44 employees
- located on 6 sites
 - Basel (CH)
 - Vienna (AT)
 - Horsham (UK)
 - East Hanover, Cambridge & Emeryville (USA)
- approx. 50,000 potential users on 50 sites
- NKC mission





The Novartis Knowledge Center Portal

Technical background

- built in BEA Weblogic
 - 9 external databases and service providers
 - 8 independent application services
 - 1 internal Oracle database
 - 1 Apache web server
 - 1 Weblogic Portal server
 - 1 Weblogic Application server

automatic authentification & authorisation



The Novartis Knowledge Center Portal

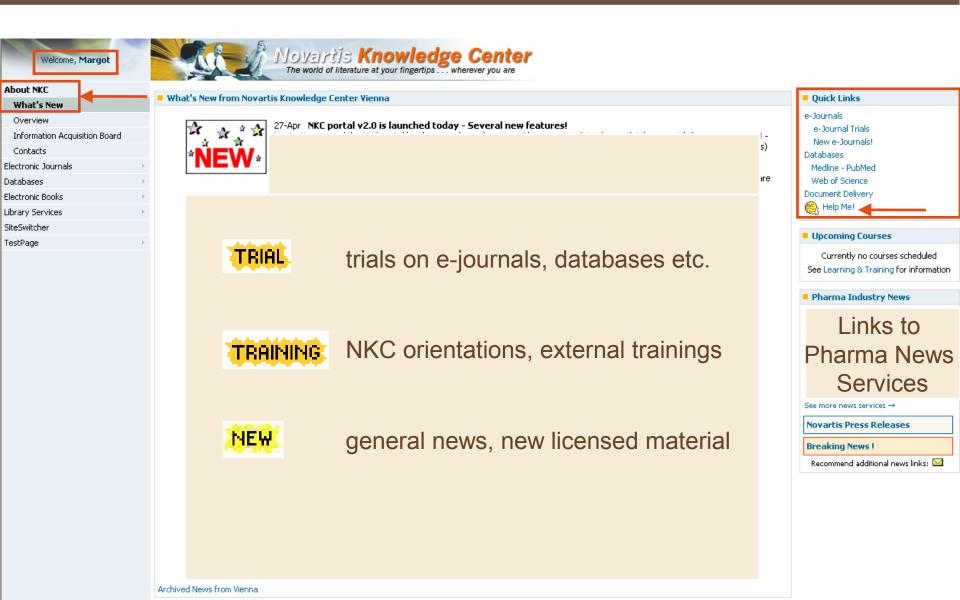
The portal's user interface

- 3 main sections
 - Information on the Knowledge Center itself
 - E-contents
 - Local Library Services

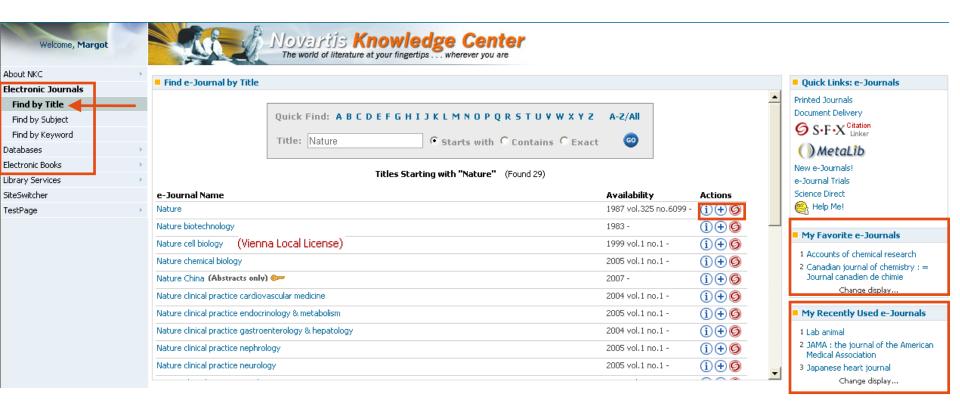
additionally: Quick links, Help pages



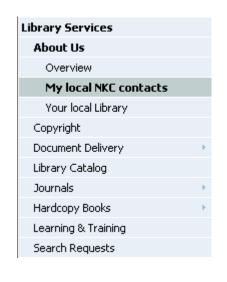
The Novartis Knowledge Center Portal What's New



The Novartis Knowledge Center Portal *E-content*



The Novartis Knowledge Center Portal Local Library Services



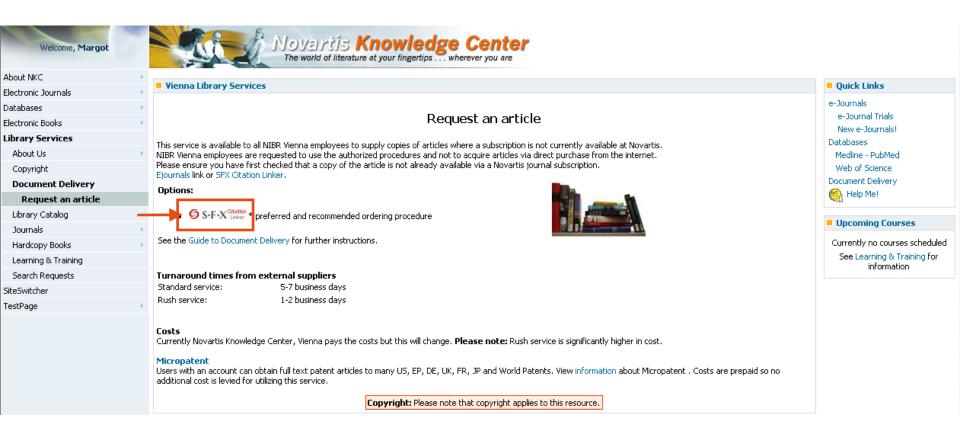
- general information on the library
- document delivery
- library catalog
- upcoming trainings
- search request form
- ordering of physical material
- copyright



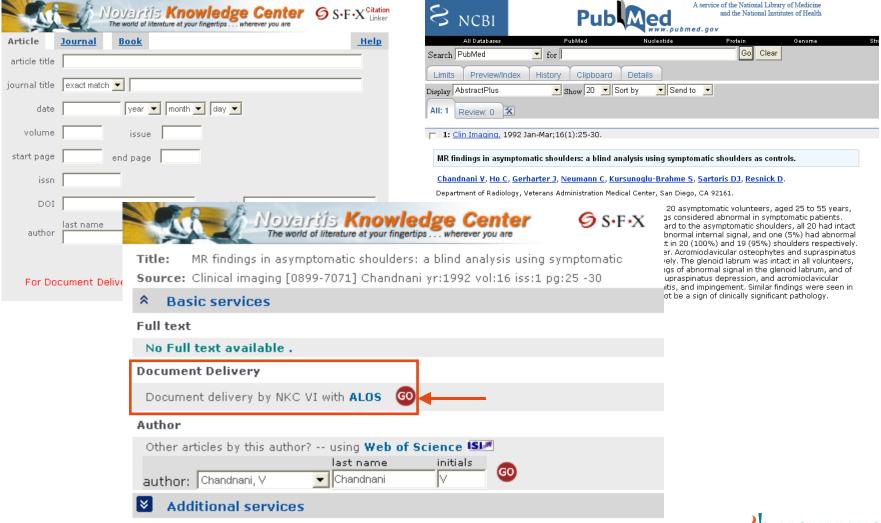
The Novartis Knowledge Center Portal Library Catalog



The Novartis Knowledge Center Portal Document Delivery I



The Novartis Knowledge Center Portal Document Delivery II



The Novartis Knowledge Center Portal Local Library Services – Learning & Training

Upcoming Courses

2 May NKC Vienna User Orientation 10 May Prous Integrity Training

See Learning & Training for information

Vienna Library Services

Learning & Training

The Novartis Knowledge Center Vienna offers different courses to assist employees with their research at Novartis.



- NKC Orientations: introductory sessions for new hires or people who wish to refresh their knowledge about our resources and services
- Specific services and applications training: in-depth sessions on the use of specific services and applications (e.g. OVID, Web of Knowledge, SciFinder, Investigational Drugs database, etc.) to maximize your efficiency, usually run by external trainers from the database suppliers (vendor training).

All our regular sessions and courses are announced in the Training Calendar where you can also register.

Moreover they are communicated on our website in the Local News section and via e-mail.

Note that we also offer individual F2F sessions at your workplace on request. Please make an appointment with Christian Gumpenberger.

Upcoming courses

- NKC Vienna User Orientation
- Prous Integrity Training

Date	Time	Place	
		riace	Trainer
/ed 02.05.2007	10:00-11:00	EDV Schulungsraum, Bau 59, 2.OG	Christian Gumpenberger
nglish: Overview of ti ires and everybody wi		cts offered by the Novartis Knowledge Ce	enter Highly recommended for all nev



Conclusion

- hard to satisfy all individual user needs
- NKC Portal major step toward right direction
- Portal enhanced every day to increase user satisfaction



Thank you for your attention!



